To:	All Providers Managed Care Organizations	**Memorandum No: 06-22** **Issued:** April 21, 2006
From:	Douglas Porter, Assistant Secretary Health and Recovery Services Administration (HRSA)	**For information, contact:** 800.562.3022 or go to: http://maa.dshs.wa.gov/contact/prucontact.asp

Subject: WAMedWeb and Interactive Voice Response (IVR) – A Time Saving Benefit for Providers and Managed Care Organizations (MCOs)

Effective May l, 2006, providers and Managed Care Organizations (MCOs) are strongly encouraged to use the Health and Recovery Services Administration's (HRSA) WAMedWeb and Interactive Voice Response (IVR) phone system to check client eligibility, claim status, warrant amounts, etc. These services are available 24 hours a day, 7 days a week.

What is WAMedWeb?

WAMedWeb is a free internet site that allows providers and MCOs to check:
- Client eligibility;
- Warrant (payment) amounts;
- Claim status;
- Remittance and status report (Viewable RA); and
- 835-(Electronic RA)

How can providers sign up to use WAMedWeb?

To sign up, log onto http://wamedweb.acs-inc.com and download the Provider Enrollment Package. For assistance with the enrollment process, call 800.833.2051. The enrollment process takes about two weeks.

Note: HRSA will continue to send out the paper remittance advice(RA) and status reports.

What is the IVR?

The IVR is an interactive voice response phone system that allows providers to check:
- Warrant (payment) amounts; and
- Client eligibility (you will need the client's social security number).

How can providers and MCOs access the IVR?

To access the IVR, call 800.562.3022 and press option 2. You will need to know your provider number to access information.

Did you know?

- 80% of provider issues can be handled by using the WAMedWeb and the IVR.
- Using the WAMedWeb and the IVR *significantly* reduces the time you spend on the telephone.

How do I conduct business electronically with HRSA?

You may conduct business electronically with HRSA by accessing the WAMedWeb at http://wamedweb.acs-inc.com.

How can I get HRSA's provider documents?

To obtain HRSA's provider numbered memoranda and billing instructions, go to HRSA's website at http://maa.dshs.wa.gov (click on the *Billing Instructions/Numbered Memoranda* or *Provider Publications/Fee Schedules* link).

To request a free paper copy from the Department of Printing:

1. **Go to: http://www.prt.wa.gov/** (Orders filled daily.)

    a) Click *General Store*.

    b) If a **Security Alert** screen is displayed, click **OK.**
        i.   Select either *I'm New* or *Been Here*.
        ii. If new, fill out the registration and click *Register*.
        iii. If returning, type your email and password and then click *Login*.

    c) At the **Store Lobby** screen, click *Shop by Agency*. Select *Department of Social and Health Services* and then select *Health and Recovery Services Administration*.

    d) Select *Billing Instructions*, *Forms*, *Healthy Options*, *Numbered Memo*, *Publications,* or *Document Correction*. You will then need to select a year and then select the item by number and title.

2. **Fax/Call:** Dept. of Printing/Attn: Fulfillment at FAX 360.586.6361/telephone 360.586.6360. (Orders may take up to 2 weeks to fill.)